

Enterprise Incident Report June 2011

As of 7/5/2011

Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Administrative Services	1	131	1	133
	1	64	0	65
Customer Company Total	1	131	1	133
	1	64	0	65

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Administrative Services	1 0	131 15	1 0	133 15
Customer Company Total	1 0	131 15	1 0	133 15

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Administrative Services	1 0.00	131 0.55	1 0.65	133 0.55
Customer Company Total	1 0.00	131 0.55	1 0.65	133 0.55

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Administrative Services	1 0	131 15	1 0	133 15
Customer Company Total	1 0	131 15	1 0	133 15

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Administrative Services	1 0.00	131 2.21	1 1.06	133 2.18
Customer Company Total	1 0.00	131 2.21	1 1.06	133 2.18

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Detail

INC000000315555	Cerena Crosby Application Services	Application Tony Larsen	Error Administrative Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.58 15.72
INC000000315849	Tami Nelson Voice/Data/WAN Services	Telecom Mike Johnson	Feature Administrative Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.20
INC000000316212	Mark Dalton Metro B Desktop Support	Application Michael Barth	Reporting Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000318619	Kevin Lucus Capitol Desktop Support	Network Peter Musser	Incident Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.53 7.07
INC000000322444	Barbara Sutherland Capitol Desktop Support	Application Peter Musser	None Administrative Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.98 7.28
INC000000322670	Jeff Reddoor Help Desk	Mobile Devices Sarah Johnson	Error Administrative Services	BlackBerry Configuration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.16
INC000000323331	Sue Hoskins Capitol Desktop Support	PC/Laptop Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.21
INC000000323358	Mike Butler Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323399	Craig Wessman Help Desk	Application Vicky Marrelli	Password Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000323603	Joshua Bullough Metro B Desktop Support	Network Cindy Reed	Incident Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 5.64
INC000000323648	Rod Swaner Metro B Desktop Support	Network Cindy Reed	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 4.99
INC000000323677	John Behrmann Help Desk	Application Brenda Treadway	Error Administrative Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323681	Allison Finlinson Help Desk	Application Brenda Treadway	Error Administrative Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324224	Angie Watson Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324317	Barbara Sutherland Application Services	Application Martin Gonzalez	None Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000324335	Barbara Sutherland Help Desk	Application Vicky Marrelli	Error Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000324358	Trina Shafer Capitol Desktop Support	Print/Copy/Scan/Fax Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.46
INC000000324562	Lynn Hinrichs Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324591	Dorothy Taylor Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324630	Elizabeth Perkes Capitol Hosting	Print/Copy/Scan/Fax Joe Benson	Incident Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 4.62
INC000000324641	Emily Barnes Rural Central Desktop Support	None Ron LeBaron	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.26
INC000000324672	Mike Kay Rural Central Desktop Support	None Ron LeBaron	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000324969	Brenda Lee Capitol Hosting	Storage Matt Dunlap	Virtual Machine Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.65 0.00
INC000000324969	Brenda Lee Capitol Hosting	Storage Matt Dunlap	Virtual Machine Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325129	Susan White Capitol Desktop Support	Application Brian Bintz	Error Administrative Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.57 7.37
INC000000325292	Melissa Frost Capitol Desktop Support	Network Chad Poll	Incident Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.66 0.82
INC000000325409	Mike Broschinsky Capitol Desktop Support	Server Peter Musser	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.64 2.01
INC000000325413	Arcy Lopez Help Desk	Application Vicky Marrelli	Password Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325589	Emily Barnes Rural Central Desktop Support	Network Ron LeBaron	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.97
INC000000326160	Glen Fairclough Metro B Help Desk	Application Janet Hongsyvilay	Error Administrative Services	Archives Management System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.47 1.03
INC000000326474	Mark Austin Capitol Hosting	Network Curtis Parker	Password Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.30 17.15
INC000000326613	Sue Lundquist Capitol Desktop Support	Print/Copy/Scan/Fax Peter Musser	Incident Administrative Services	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.65 1.06
INC000000326878	Doug Hunter Metro A Desktop Support	None Julie VanBeekum	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000326885	George D Lewis	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000326970	Ethan Lloyd	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000327228	Katja Hadzialijagic	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Administrative Services	Low	Closed	TTR Missed: No	TTR: 3.74
INC000000327522	Elizabeth Perkes	Application	Reporting	None		TIR Missed: No	TIR: 0.33
	Capitol Hosting	Matt Dunlap	Administrative Services	Low	Closed	TTR Missed: No	TTR: 4.42
INC000000327646	Doug Hunter	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000327648	George D Lewis	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000327683	Elizabeth Perkes	Telecom	Feature	None		TIR Missed: No	TIR: 0.34
	Voice Operations	Annette Nielsen	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.67
INC000000327776	Debbie Bowen	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.28
	Application Services	Tony Larsen	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 14.93
INC000000327963	Mark Austin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.38
	Capitol Hosting	Curtis Parker	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.46
INC000000327984	Doug Hunter	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000327989	Bob Steinike	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000328102	Brian Carpenter	Application	Error	Citrix ICA Client		TIR Missed: No	TIR: 0.55
	Metro B Help Desk	Gary Graham	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.55
INC000000328155	Brenda Lee	Application	Reporting	None		TIR Missed: Yes	TIR: 12.50
	Capitol Desktop Support	Paul Ross	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 14.03
INC000000328162	Brenda Murphy	None	None	None		TIR Missed: Yes	TIR: 1.16
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 2.47
INC000000328225	Deborah Memmott	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	John Robinson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000328278	Bonita Jones	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000328282	Dorothy Phillips	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.08
	Metro B Help Desk	Gary Graham	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.95

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INC000000328292	Bonita Jones Capitol Desktop Support	Application Brian Bintz	Password Administrative Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 1.40
INC000000328581	Tracie Brush Capitol Desktop Support	Network Chad Poll	Password Administrative Services	Novell Client for 32-bit Windows Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.88 3.08
INC000000328641	Allyson Spevak Help Desk	Application Vicky Marrelli	Reporting Administrative Services	Public Meeting / Notice Web Sit Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328736	Marci Soper Capitol Desktop Support	Network Scott Wunderlich	Error Administrative Services	None Low	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	5.85 6.31
INC000000328837	Tracie Brush Capitol Desktop Support	Application Chad Poll	Error Administrative Services	Novell Messenger Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 1.47
INC000000329372	Mike Broschinsky Capitol Desktop Support	PC/Laptop Scott Wunderlich	Error Administrative Services	None Low	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.01 7.30
INC000000329506	Alan Barnett Metro B Desktop Support	Application Cindy Reed	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.68 3.58
INC000000329620	Shirley Robinson Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000329624	Matthias Mueller Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000329917	Brian Spoon Voice/Data/WAN Services	Telecom Greg Blessing	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.95 1.10
INC000000329957	Vicki Schoenfeld Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None High	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000330132	Elizabeth Perkes Capitol Hosting	Application None	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.54 0.54
INC000000330168	Alan Barnett Metro B Desktop Support	PC/Laptop Cindy Reed	None Administrative Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.12 5.83
INC000000330373	Yolanda Larrymore Capitol Desktop Support	Network Scott Wunderlich	Performance Administrative Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 2.23
INC000000330468	Mark Dalton Metro B Desktop Support	None Michael Barth	None Administrative Services	None Low	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 8.64
INC000000330495	John Koerner Metro D Help Desk	None Doug Brown	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000330916	Terre Marshall Capitol Desktop Support	None Chad Poll	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000330923	Bruce Spiegel	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000331083	Mike Broschinsky	Server	None	None		TIR Missed: No	TIR: 0.36
	Capitol Hosting	Dale Hicks	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.36
INC000000331342	Melissa Frost	PC/Laptop	None	None		TIR Missed: No	TIR: 0.12
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000331342	Melissa Frost	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000331383	Rick Beckstead	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.11
	Capitol Desktop Support	Paul Ross	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.29
INC000000331502	Mark Dalton	Network	Error	None		TIR Missed: Yes	TIR: 8.42
	Metro B Desktop Support	Michael Barth	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 8.42
INC000000332115	Craig Wessman	Application	None	PGP		TIR Missed: No	TIR: 0.00
	Help Desk	Eileen Dubach	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332222	Cary Jenkins	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332415	Sue Hoskins	Telecom	Feature	Telephone		TIR Missed: No	TIR: 0.06
	Voice Operations	Kelly Johnson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.17
INC000000332575	Kevin Gilmore	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332579	Kurt Miller	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332618	Susan Mumford	Telecom	None	None		TIR Missed: No	TIR: 0.27
	Voice Operations	Annette Nielsen	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.52
INC000000332955	Mike Broschinsky	Application	Error	PGP		TIR Missed: Yes	TIR: 1.32
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 4.69
INC000000332976	George D Lewis	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333004	Andy Wright	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333013	Debbie Hood	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333331	Debbie Hood	Network	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.43
	Metro B Desktop Support	Torri Randa	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.82

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INC000000333528	Rosemary Cundiff Metro B Help Desk	Application Janet Hongsyvilay	None Administrative Services	Cisco AnyConnect VPN Client Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.73 1.08
INC000000333543	Lee Ericksen Capitol Desktop Support	Application Peter Musser	Error Administrative Services	Cisco AnyConnect VPN Client Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.78 4.17
INC000000333546	John Koerner Help Desk	None Brenda Treadway	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333557	Robert D Johnson Metro D Help Desk	Network John Robinson	Password Administrative Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333618	Kent D Beers Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333751	Pam Borman Capitol Desktop Support	Network Peter Musser	Password Administrative Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.72 3.10
INC000000334006	Ken Hansen Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334010	Ken Hansen Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334209	Kent D Beers Help Desk	Application Vicky Marrelli	Password Administrative Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334235	Mike Butler Voice Operations	Telecom Annette Nielsen	Voice Mail Administrative Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.09
INC000000334261	Oscar Fernandez Help Desk	None Vicky Marrelli	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334277	Curtis Burk Capitol Desktop Support	Network Scott Wunderlich	Error Administrative Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.51
INC000000334298	Sue Hoskins Capitol Desktop Support	Network Scott Wunderlich	Error Administrative Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.27
INC000000334325	George D Lewis Metro A Desktop Support	None Edward Fortner	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334424	Heidi Stringham Help Desk	Application Vicky Marrelli	Password Administrative Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334638	Marilee Richins Capitol Desktop Support	Application Scott Wunderlich	Reporting Administrative Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 3.34
INC000000335064	Lee Ericksen Capitol Desktop Support	Network Peter Musser	Password Administrative Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.76 1.33

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INC000000335105	George D Lewis	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.15
	Metro A Desktop Support	Edward Fortner	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 2.08
INC000000335117	Kent D Beers	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000335129	Yolanda Larrymore	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.08
	Voice Operations	Annette Nielsen	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.34
INC000000335362	Jean Draper	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000335858	Chad Browning	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000335952	Joe Ligor	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336004	Heidi Stringham	Network	Incident	None		TIR Missed: No	TIR: 0.24
	Metro B Desktop Support	Cindy Reed	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 5.70
INC000000336122	Dorothy Taylor	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336551	Paul Ferguson	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336582	Sean Crawford	Application	Error	None		TIR Missed: Yes	TIR: 4.51
	Application Support - DFCM	Gordon Jensen	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 4.59
INC000000336775	Amanda Hensley	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.41
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 4.72
INC000000336801	Cynthia Antonsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336894	Julie D'Alesandro	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000337229	Jeff Mottishaw	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.47
	Metro B Desktop Support	Anthony Booyse	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 16.72
INC000000337361	Dan Martinez	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 1.52
	Metro C Desktop Support	Ed Radke	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 6.67
INC000000337522	Barbara Sutherland	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000337585	Melissa Frost	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.17
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 12.08

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Administrative Services

INC000000337637	Mark Knowlden	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000337709	Joshua Bullough	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.38
	Metro B Desktop Support	Cindy Reed	Administrative Services	Low	Resolved	TTR Missed:	Yes	TTR:	14.97
INC000000337858	Daniel Alyk	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338186	Larry Simpson	None	None	None		TIR Missed:	No	TIR:	0.40
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	2.22
INC000000338382	Robert D Johnson	Application	Password	ZENworks for Desktops		TIR Missed:	No	TIR:	0.15
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.15
INC000000338399	Loretta Potter	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000338414	Scott Sutherland	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.71
	Metro B Desktop Support	Torri Randa	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	3.93
INC000000338479	Joanie Aponte	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338536	Bill Luttmner	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.08
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.46
INC000000338585	Marci Soper	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000339226	Susan White	None	None	None		TIR Missed:	Yes	TIR:	1.36
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	1.36
INC000000339437	La Priel Dye	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.04
	Voice Operations	Lois Schow	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.15
INC000000339568	Cee Cee Niederhauser	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000339892	Chiarina Gleed	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000339965	Tanya Price	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00